

COVID-19 UTILITY RELIEF

For Residential Customers



The winter moratorium on disconnections has expired. To help prevent disconnections, Illinois large, regulated utilities are offering bill payment assistance programs and extended deferred payment arrangements (DPA) to eligible low-income residents. Each utility is unique and there are differences in the assistance programs provided to customers. Customers must **CALL** the utility to benefit!

CONSUMER PROTECTIONS OFFERED BY LARGE UTILITIES

- Ameren Illinois, American Water, Aqua Illinois, ComEd, Nicor, North Shore Gas, Peoples Gas, and Utility Services of Illinois are offering bill payment assistance programs and extended deferred payment arrangements to eligible customers who **CALL** the utility.
- If you receive a disconnection notice, please contact the utility immediately. Opting into a deferred payment arrangement will prevent disconnection.
- Eligible low-income customers may have reconnection fees waived through June 30, 2021.
- Utilities will reconnect customers whose income is 300% or less of the federal poverty level based upon a payment of 25% of the outstanding balance, which may be paid with bill payment assistance funds. The remainder of the arrearage can be incorporated into a DPA.
- Each utility will offer more generous DPAs for residential customers not disconnected, starting no later than April 1 through June 30, 2021 with terms of at least 18 months.
- Low-income customers will continue to be exempt from late payment fees and most deposits.
- Each utility will continue, or renew, their Bill Payment Assistance Program through 2021, with a portion allocated for reconnection assistance.



ARE YOUR UTILITY BILLS PILING UP?

HELP IS AVAILABLE.



Take These Steps:

- You must **CALL** your utility
- Read the ICC's Order and specific Agreements at www.icc.illinois.gov/home/covid-19
- Visit the individual utility websites for additional information
- Be on the lookout for communications from your utility

FILE A UTILITY COMPLAINT

ICC Consumer Services Division Counselors are available by calling 1-800-524-0795 or complete a form online at www.icc.illinois.gov/complaints/



April – June 2021